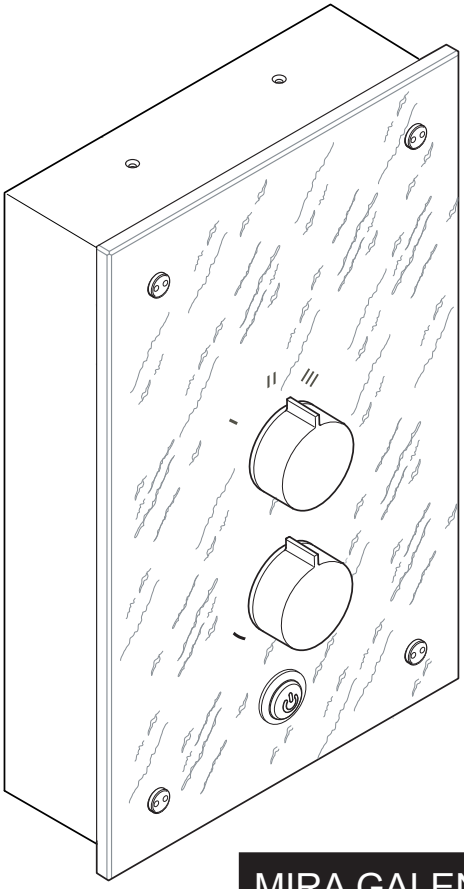
mira

Galena



MIRA GALENA

ELECTRIC SHOWER

Installation and User Guide

These instructions are to be left with the user

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PATENTS AND DESIGN REGISTRATION

Design Registration:	000578463-001-002
Patents:	GB: 2 341 667, 2 404 000, 2 428 286 Ireland: 82835
Patent Applications:	GB: 2 427 460, Ireland: 2004/0483, 2006/0462, 2008/0289

If you experience any difficulty with the installation or operation of your new Electric Shower, please refer to **'Fault Diagnosis'**, before contacting Kohler Mira Ltd. Our telephone and fax numbers can be found in the back of this guide.

INTRODUCTION

Thank you for purchasing a quality Mira product. To enjoy the full potential of your new product, please take time to read this guide thoroughly. Having done so, keep it handy for future reference.

The Mira Galena is a thermostatic electric shower with separate controls for power selection and temperature/flow adjustment. A unique thermostatic valve stabilizes temperature changes caused by water pressure fluctuations. These can result from taps being turned on or off, or a toilet being flushed. An individual light indicates “START/STOP”.

The Mira Galena comes complete with a set of Mira Energise Shower Fittings.

Mira Galena 9.8 kW

A 9.8 kW 240 V AC (9.0 kW 230 V AC) heater with Mira Energise adjustable spray handset with four different spray actions (start, soothe, force and eco*). Supplied complete with flexible hose, clamp bracket assembly, slide bar, supports, hose retaining ring and soap dish. Available in a black slate, metallic silver, black flock and light stone finish.

* *The eco setting reduces the water flow to give economical use of water, whilst still giving an adequate shower performance. This setting performs best with most gravity, pumped, and mains pressure unvented systems. On electric showers and some combination boiler systems the economy setting will have no effect, and will give the same spray action as the start setting.*

Recommended Usage	
Domestic	✓
Light Commercial	✓
Heavy Commercial	×
Healthcare	×

Guarantee

For **domestic installations**, Mira Showers guarantee the Mira Galena 9.8 kW against any defect in materials or workmanship for a period of two years from the date of purchase (shower fittings for one year).

For **non-domestic installations**, Mira Showers guarantee the Mira Galena 9.8 kW against any defect in materials or workmanship for a period of **one** year from the date of purchase.

For terms and conditions refer to section **“Customer Services”**.

IMPORTANT SAFETY INFORMATION

Installation must be carried out in accordance with these instructions, and must be conducted by designated, qualified and competent personnel.

1. Warning!

Follow all warnings, cautions and instructions contained in this guide, and on or inside the appliance.

1.1. Products manufactured by us are safe and risk-free, provided that they are installed, used and maintained in good working order, in accordance with our instructions and recommendations.

1.2. Isolate the electrical and water supplies before commencing installation. The electricity must be turned off at the mains and the appropriate circuit fuse removed, if applicable.

1.3. Mains connections are exposed when the cover is removed.

1.4. Refer to the wiring diagram before making any electrical connections (refer to the wiring diagram at the back of this guide).

1.5. Make sure that any pipework that could become frozen is properly insulated.

1.6. Having completed the installation, make sure that the user is familiar with the operation of the appliance.

1.7. Make sure that this guide is left with the user.

1.8. **DO NOT** commission this appliance if water leaks from the unit or the heater tank pressure relief valve.

1.9. **DO NOT** fit any form of outlet control (e.g. Trigger handset) as the outlet acts as a vent for the tank body. Only Mira recommended outlet fittings should be used.

1.10. Make sure all electrical connections are tight, to prevent overheating.

1.11. **Warning! DO NOT** operate this appliance if it is frozen. Allow the appliance to thaw before using. The shower unit must not be fitted where it may be exposed to freezing conditions.

1.12. This product is not suitable for areas with high humidity (i.e steam rooms). Please consult your installer.

1.13. **THIS APPLIANCE MUST BE EARTHED. MAKE SURE SUPPLEMENTARY BONDING COMPLIES WITH THE "REQUIREMENTS FOR ELECTRICAL INSTALLATIONS".**

The installation must be in accordance with the current edition of 'The Plugs and Sockets etc. (Safety) Regulations' in force at the time of installation, this appliance is intended to be permanently connected to the fixed electrical wiring of the mains system.

1.14 If the wiring layout is changed or amended, the product functionality and safety may be affected.

2. Caution!

2.1. Read all of these instructions and retain this guide for later use.

2.2. The electrical installation must comply to “BS 7671 - Requirements for Electrical Installations”, commonly referred to as the IEE Wiring Regulations - Part 7, or any particular regulations and practices, specified by the local electricity supply company.

2.3. The plumbing installation must comply with the requirements of UK Water Regulations/Bye-laws (Scotland), Building Regulations or any particular regulations and practices, specified by the local water company or water undertakers.

2.4. Make sure that you fully understand how to operate this shower and make sure that it is properly maintained in accordance with the instructions given in this manual.

2.5. Anyone who may have difficulty understanding or operating the controls of any shower should be attended whilst showering. Particular consideration should be given to:

- **2.5.1.** The young.
- **2.5.2.** The elderly.
- **2.5.3.** The infirm.
- **2.5.4.** The disabled.
- **2.5.5.** Anyone who suffers from a medical condition that can result in temporary incapacity (e.g. epilepsy or blackouts).
- **2.5.6.** Anyone inexperienced in the correct operation of the controls.

2.6. Sunburn or skin conditions can increase your sensitivity to hot water. Make sure that you set the shower to a cooler temperature.

2.7. If any of the following conditions occur, isolate the electricity and water supplies and refer to ”To contact us”, on the back page of this guide.

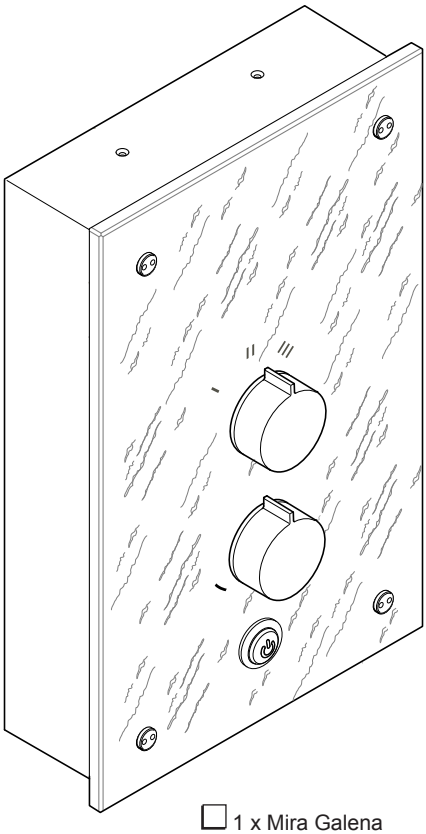
- **2.7.1.** If the cover is not correctly fitted and water has entered the appliance case.
- **2.7.2.** If the case is damaged.
- **2.7.3.** If the appliance begins to make an odd noise, smell or smoke.
- **2.7.4.** If the appliance shows signs of a distinct change in performance, indicating a need for maintenance.
- **2.7.5** **DO NOT** operate this appliance if water leaks from this appliance.

2.8. When this appliance has reached the end of its serviceable life, it should be disposed of in a safe manner, in accordance with current local authority recycling, or waste disposal policy.

PACK CONTENTS CHECKLIST

☑ Tick the appropriate boxes to familiarise yourself with the part names and to confirm that the parts are included.

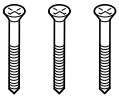
Mira Galena



☐ 1 x Mira Galena

☐ 1 x Olive

☐ 1 x Compression Nut



☐ 3 x Fixing Screws

☐ 3 x Wall Plugs

Documentation

☐ 1 x Installation Template
☐ 1 x Installer Checklist
☐ 1 x Guarantee Card

SPECIFICATIONS

1. Plumbing

- Minimum maintained inlet pressure 70 kPa (0.7 bar).

  100 kPa (1.0 bar) recommended for optimum performance.
- Maximum static inlet pressure 1000 kPa (10 bar).
- Minimum static pressure 20 kPa (0.2 bar) to keep the inlet valve closed.

2. Electrical

- The Mira Galena 9.8 kW requires a 45 Amp fuse.
- The terminal block will accept cable up to 16 mm^2 .

3. Standards and Approvals

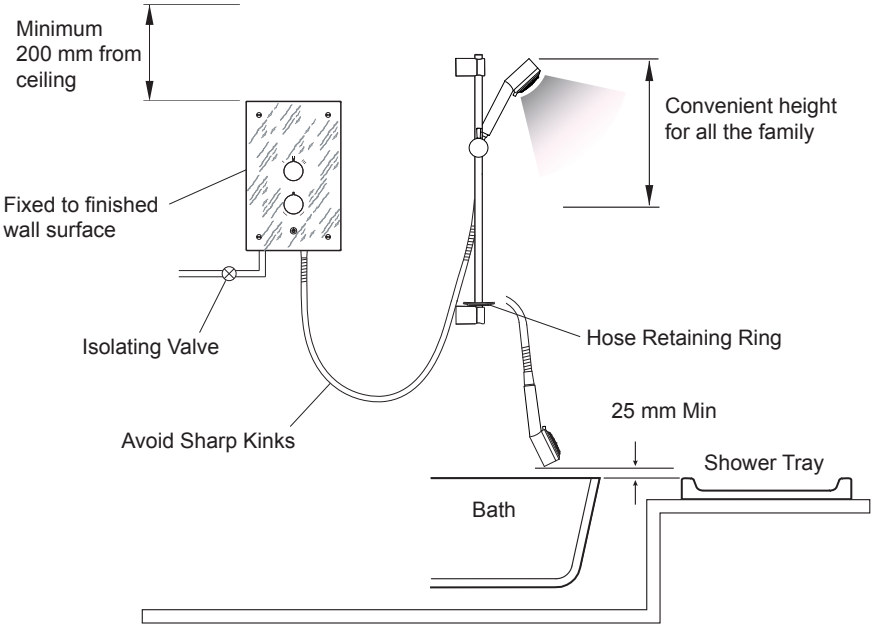
- The Mira Galena complies with all relevant directives for CE marking.

INSTALLATION REQUIREMENTS

1. Plumbing

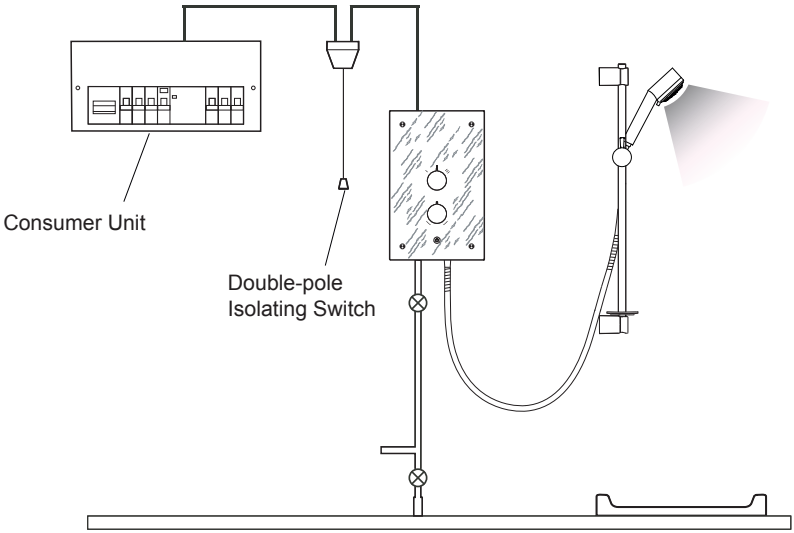
- The appliance is designed to operate with a minimum maintained inlet pressure of 70 kPa (0.7 bar) up to a maximum static inlet pressure of 1000 kPa (10 bar).
- When installed in very hard water areas (above 200 ppm temporary hardness) your installer may advise the installation of a water treatment device, to reduce the effects of limescale formation. Your local water company will be able to advise the hardness of water in your area.
- It is recommended that a non-restrictive (free flowing) isolating valve is fitted in the cold water supply pipe to allow the complete maintenance of the appliance. Do not use a valve with a loose washer plate (jumper) as this can lead to a build up of static pressures.
- The appliance is suitable for installation within the shower area. It is fitted with a pressure relief device and must be positioned over a water catchment area with the controls at a convenient height for all users.
- The appliance must be fitted on to a finished flat and even wall surface (this wall surface should be tiled or waterproofed). **Do not** fit the appliance to the wall and tile up to the case. For safety requirements, an air gap must be left behind the appliance.

- Avoid layouts where the shower hose will be sharply kinked. This may reduce the life of the hose.
- A Hose Retaining Ring is supplied to prevent the handset from dropping below the spill-over level of the bath or shower tray, which could lead to contamination from back-siphoning. The supplied Hose Retaining Ring should meet the majority of user requirements for shower installations with flexible outlet fittings. However, there will be occasions when it will not provide a suitable solution. In these instances an outlet double checkvalve, e.g. a Mira DCV-H, **must** be fitted. This will increase the required supply pressure typically by 10 kPa (0.1 bar). Refer to section “Accessories”.
- Supply pipework **must** be flushed to clear debris before connecting to the appliance.
- To avoid damage to the case when soldered fittings are used, pre-solder the pipework and fittings before connecting them to the inlet connector assembly. Refrain from applying excessive force when making any connections. Always provide mechanical support when making the plumbing connections.
- The appliance is fitted with a brass inlet compression assembly for connecting to a 15 mm supply pipe from the top, bottom or back. Double checkvalves, if fitted in the inlet supply to the appliance, can cause a pressure build-up, which could exceed the maximum static inlet pressure and damage the appliance.



2. Electrical

- In a domestic installation, the rating of the electricity supplier's fuse and the consumer unit must be adequate for the additional demand. All Mira electric showers are high power units, it is essential to contact your electricity supplier to ensure that the supply is adequate for the product.
- Voltage drop due to local heavy demand will reduce the shower's performance.
- The appliance **must be earthed** by connecting the supply-cable earth conductor to the earth terminal.
- **Supplementary bonding:** Within the bathroom or shower room, all accessible conductive parts of electrical equipment and extraneous conductive parts (metal parts) that are likely to introduce earth potential, must be electrically bonded to earth using a minimum cable size of 4.0 mm² if the cable is not mechanically protected, (2.5 mm² if mechanically protected).
- The minimum cable size (cross-sectional area) required should be in accordance with BS 7671.
- As a guide only, and in accordance with BS 7671 we recommend close circuit protection: i.e. 9.8 kW = 45 Amp
- A 30 mA Residual Current Device (RCD) **must** be included in the electrical circuit. This may be part of the consumer unit or a separate unit.
- A separate, permanently connected supply must be taken from the consumer unit to the appliance through a double-pole switch, which has at least 3 mm of contact separation. The switch can be a ceiling mounted pullcord type within the shower room, or a wall mounted switch in an adjacent room.
- **DO NOT** twist the individual cable cores of either the live or neutral conductors, as this will prevent them from entering the terminal block.
- **DO NOT** exert strain on the terminal block. Ensure that the electrical connections are tightly screwed down.
- **DO NOT** turn-on the electrical supply until the plumbing has been completed.



INSTALLATION

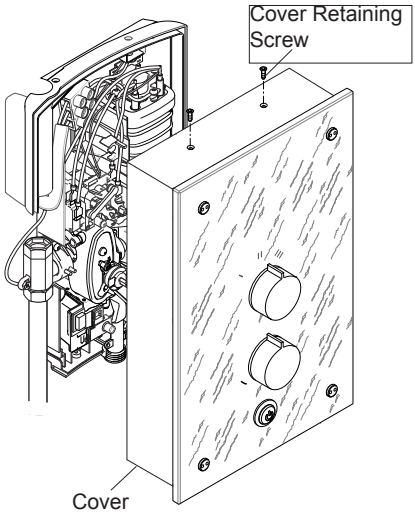
Installation of Mira Galena

Warning! Turn off the electrical and water supplies before proceeding with the installation of the Mira Galena. The electricity must be turned off at the mains and the appropriate circuit fuse removed, if applicable.

Note! An installation template is supplied to help you install the Mira Galena.

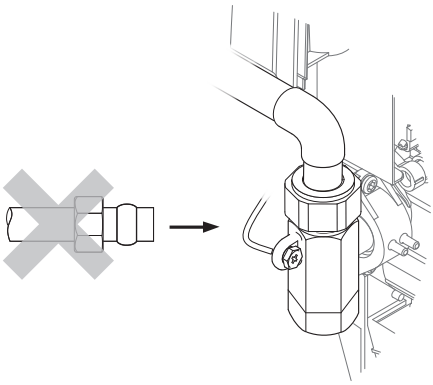
Remove the three cover retaining screws and the cover.

Caution! Handle the cover assembly with care.



- Determine the direction of the inlet water supply: top (falling), bottom (rising), or back inlet.

  Note! Make sure that the back inlet does not go directly back into the wall. Use a soldered elbow.



- Swivel the inlet connector assembly to suit. Remove the inlet blanking cap. Avoid trapping the green earth bonding wire.

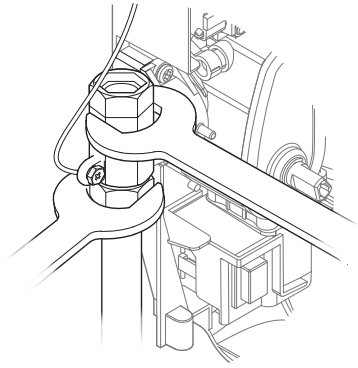
- Before fitting the cover, make sure that the appropriate cutouts have been removed to suit the supply entering the product.

- **Thoroughly flush the mains-fed cold water supply pipe. The supply must be clean and free from debris BEFORE connecting the appliance**.
  To flush the pipework, turn on the water supply and drain a minimum of 10 litres (2 gallons) of water into a bucket or catchment area. Turn off the water supply.

- An installation template is supplied to help you install the Mira Galena.
  Put the installation template on the wall and mark through the positions of the fixing holes. Ensure the position of these holes do not come in line with any buried cables or pipework. Make sure that sufficient electrical supply cable is available for connection to the terminal block.

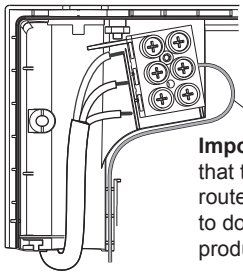
- Drill and plug the top two fixing holes. Secure the appliance to the wall with the screws provided. Drill the bottom fixing hole with the product in place. Alternative fixings (not supplied) may be necessary for some wall structures. Avoid drilling into any supply cable/pipe.

- Install the mains-fed cold water supply pipe. Do not overtighten.

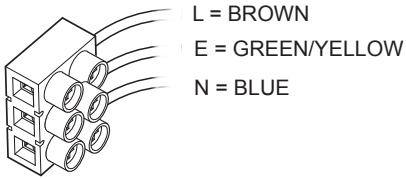


▶ Feed cable into case. Fit Earth sleeve (not supplied) and then strip insulation.

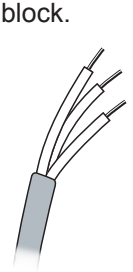
Do not twist cable cores.



Important! Make sure that the inlet earth wire is routed as shown. Failure to do so may cause product malfunction.



▶ Firmly connect the conductors. Do not exert strain on the terminal block.

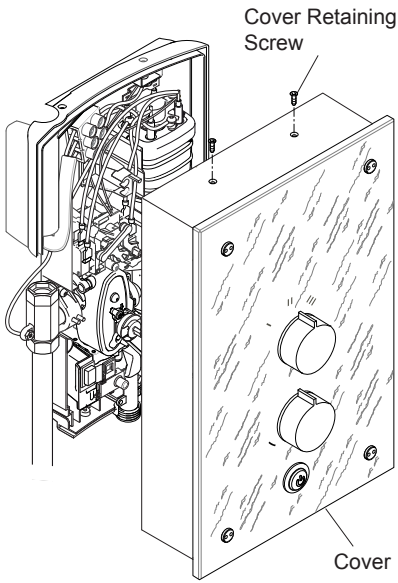


▶ Refit the cover, making sure it is correctly located. Do not overtighten screws.

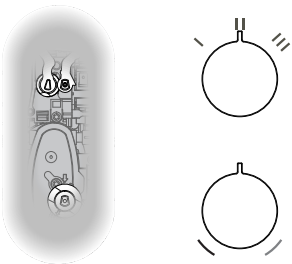
Caution! Handle the glass cover assembly with care.

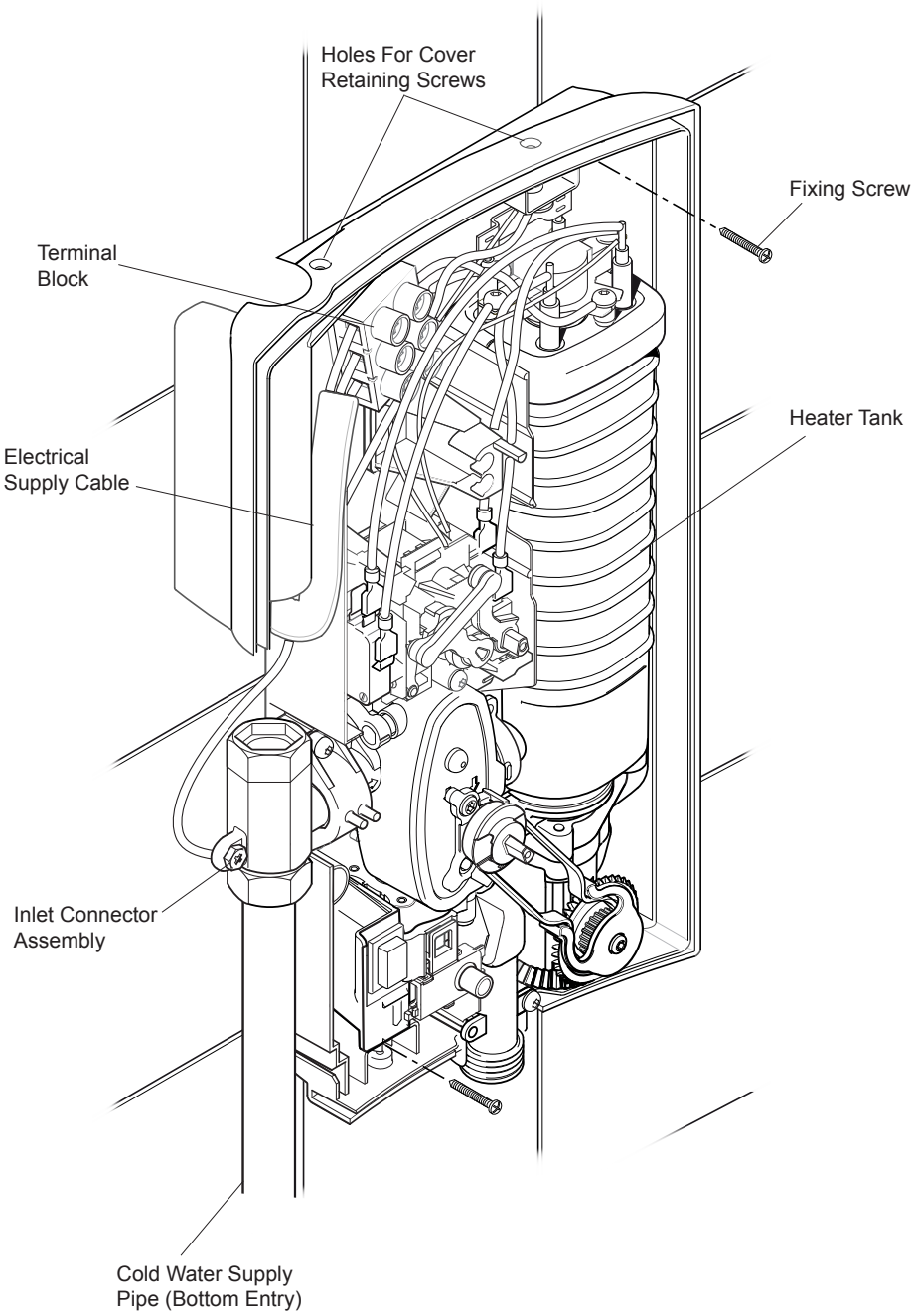
Do not use alternative screws to secure the cover. This can cause internal damage to the appliance.

Do not seal around the back of appliance.



When fitting the cover, position the controls to correspond with the internal drive features as shown.




Holes For Cover
Retaining Screws
Fixing Screw
Terminal
Block
Heater Tank
Electrical
Supply Cable
Inlet Connector
Assembly
Cold Water Supply
Pipe (Bottom Entry)

COMMISSIONING

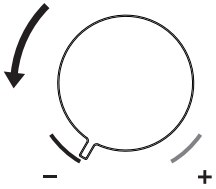
Before carrying out the commissioning procedure install the Shower Fittings, refer to the Shower Fittings Installation and User Guide.

If you are unsure how an electric shower works, please read through the section **"User Instructions"** before continuing.

1.

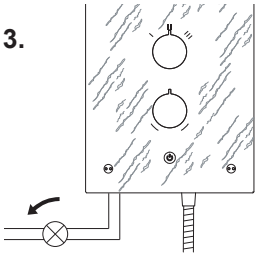
Electrical supply is turned off at the mains.

2.



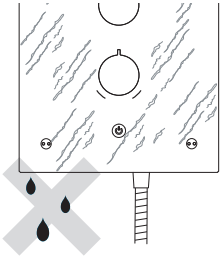
Turn control to full cold.

3.



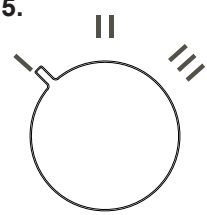
Turn the water supply fully on.

4.



Check for water leaks.

5.



Set control to 'I'.

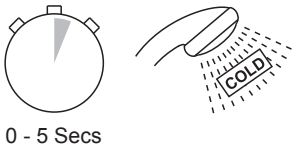
6.

Switch on electrical supply.

7.

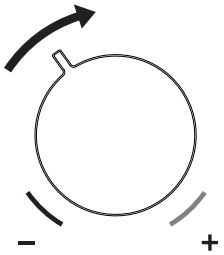
Press the 'Start/Stop' button.

8.



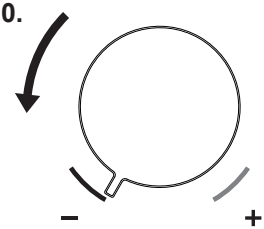
Water will be at full force and at a cool temperature.

9.



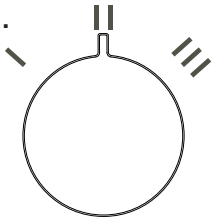
Turn the control slowly. Temperature remains cool and flow is reduced

10.



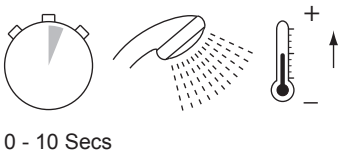
Turn control to full cold.

11.



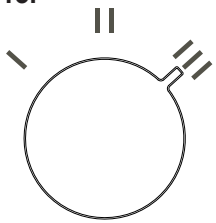
Set control to 'II'.

12.



The temperature will rise slightly.

13.

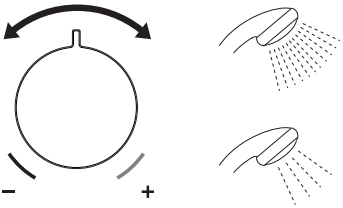


Set control to 'III'.

14.

The temperature will rise further.

15.

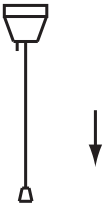


Adjust temperature as required. Flow rate will adjust automatically.

16.

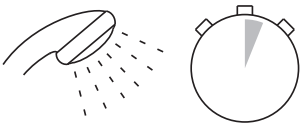
Press STOP.

17.



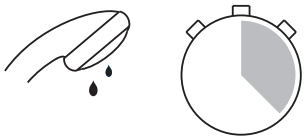
Isolate power.

18.



The shower will purge from its tank for a few seconds.

19.

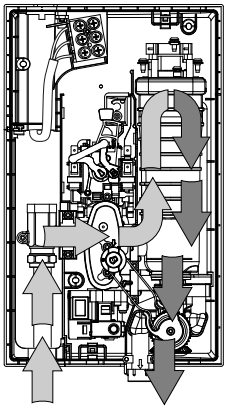


Residual water may drain over a few minutes.

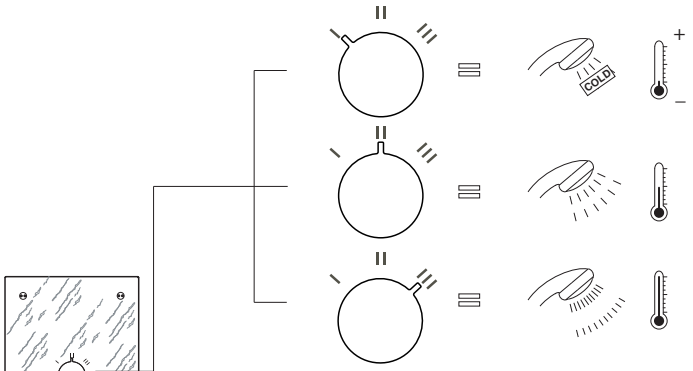
Note! A slight hissing sound may be heard from the appliance during operation. High mains water pressure and high shower temperatures will affect the tone. This is quite normal in use.

USER INSTRUCTIONS

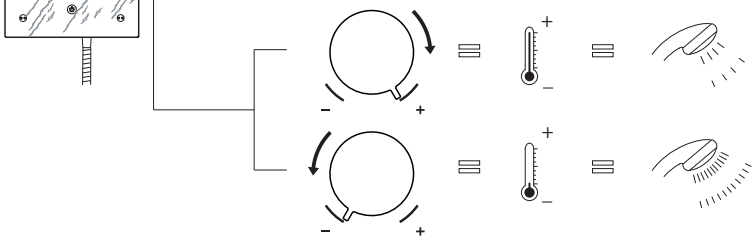
How Your Electric Shower Works



Heated water is produced by adjusting the flow of cold water passed through a heater tank.



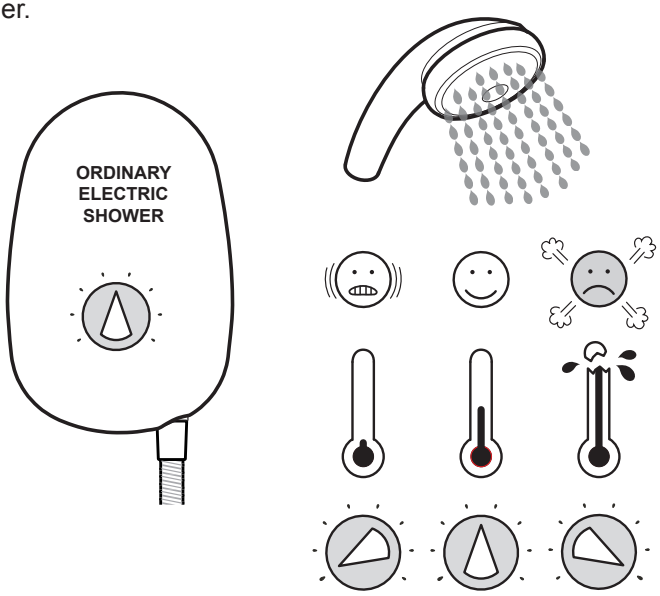
The shower has three heater settings.

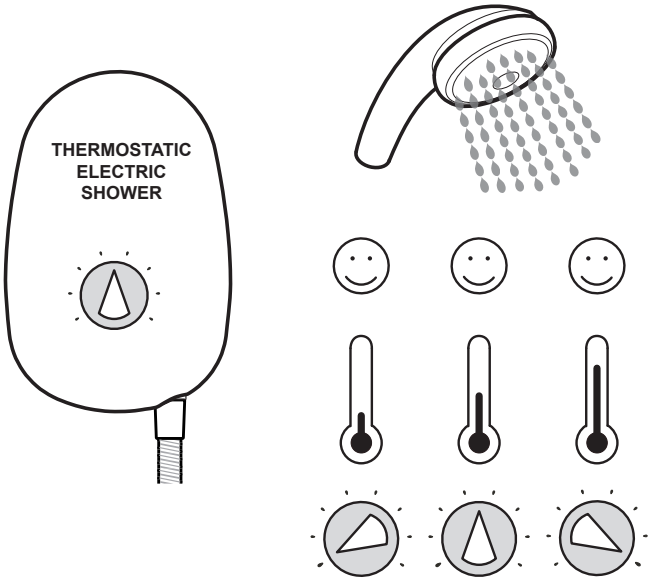


The warmer the shower, the lower the flow rate and vice versa.

Thermostatic (Temperature-Stable)

The shower's top priority is to keep the desired water temperature constant. Electric showers with thermostatic control are able to keep a stable temperature across the range from hot to cold, whilst also dealing with fluctuations in electrical and water supplies. As a result, there is a **temperature limit** the shower cannot go beyond. For safety, this temperature is factory set and cannot be adjusted to make the shower hotter or colder.





Using your Shower

Read the section **"Important Safety Information"** first.

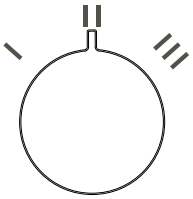
1.

Switch on electrical supply.

2.

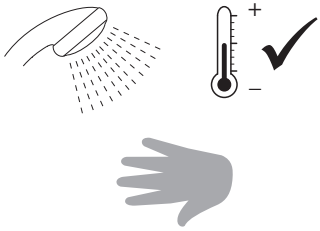
Press the 'Start/Stop' button.

3.



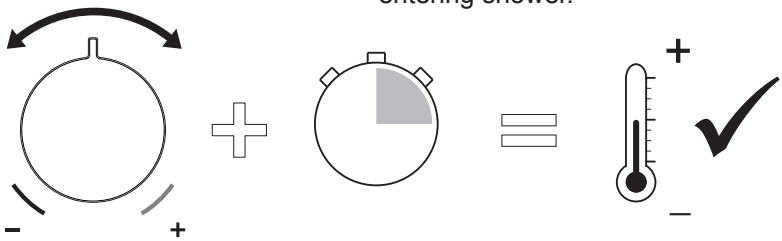
Set to desired position.

4.



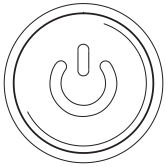
Check water temperature before entering shower.

5.



Allow 10 - 15 seconds for any temperature adjustments to reach the handset.

6.

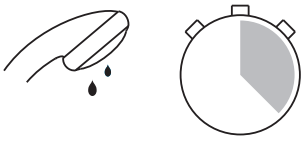


Press STOP button. Shower will continue to run for a few seconds before stopping.

7.

Isolate power.

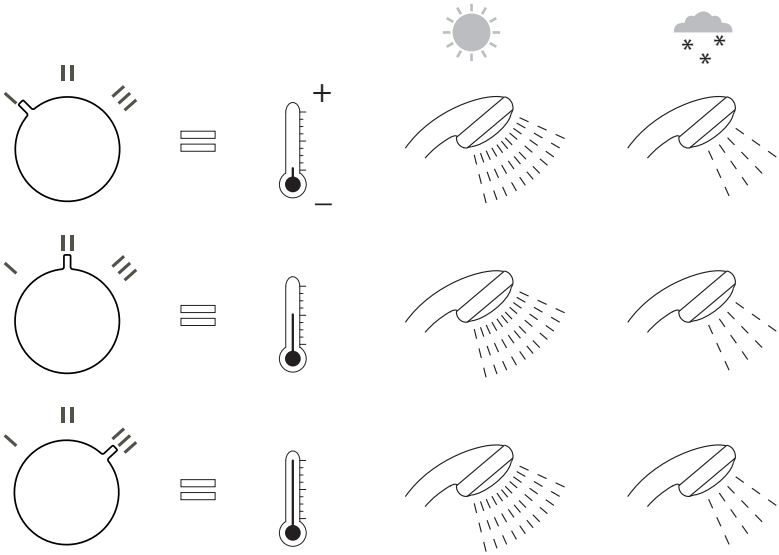
8.



Residual water may drain over a few minutes.

Note! At the end of every shower make sure that the shower head points into the catchment area. A small amount of water may be retained in the shower handset after the shower has been turned off. This may drain over a few minutes.

The Effect of Seasonal Changes



For a cold shower select I.

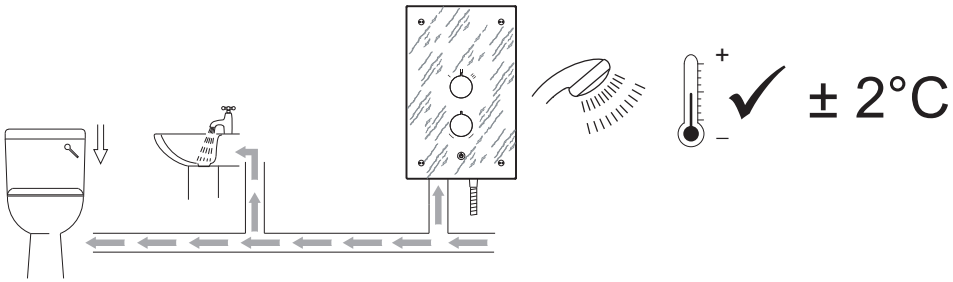
For a summer warm shower select II.

For a winter warm shower select III.

During extremes of mains water supply temperature, adjust heater setting to obtain a better showering temperature.

The Effect of Other Water Devices

Example of how shower temperature stabilises due to pressure changes.



Water inlet pressure fluctuations due to other draw offs (e.g. flushing toilet). Shower temperature will be controlled to within ± 2°C of the set temperature provided that the supply conditions remain within the required operating parameters (refer to section: **'Specifications'**).

FAULT DIAGNOSIS

The trouble shooting information tabled below gives details on probable causes and remedies should difficulties be encountered whilst the shower is in operation.

Warning! There are no user serviceable components beneath the cover of the appliance. **Only a competent tradesperson should remove the front cover!**

Symptom	Start/ Stop Light	Heater Setting I/II/III	Probable Cause	Possible Remedy
Appliance Fails to operate	OFF	Any	Electrical supply isolated at double pole switch.	Switch on electrical supply via the pullcord or wall mounted switch.
	OFF	Any	Fuse blown or MCB/RCD tripped, indicating possible electrical fault.	Renew the fuse or reset the MCB/RCD. If fault persists, contact your installer.
Shower cycles from hot to cold	ON	II/III	Handset blocked.	Remove and clean.
	ON	II/III	Water pressure below minimum required for appliance operation.	Make sure incoming mains water stopcock and/or appliance isolating valve is fully turned on.
	ON	II/III	Temperature dial or Heater setting too high.	Turn the heater selector knob to setting II or turn the temperature control until a cooler temperature is achieved.
	ON	II/III	Thermostatic mechanism is faulty or damaged.	Replace.
Unable to select a cool enough shower.	ON	III	Due to the rise in mains water supply temperature, the Heater setting may be too high.	Turn the heater selector knob to II and adjust the temperature control until a suitable temperature is achieved.

All the following remedies must be performed by a competent tradesperson.

Handset dripping	OFF	Any	Insufficient water supply pressure for shut off.	The minimum static pressure to ensure shut off and prevent dripping is 0.2 bar. **Note!** If other appliances are operating, static pressure may drop below 0.2 bar. Contact local water company. Renew the Flow Valve.
	OFF	Any	Inlet valve faulty.	Replace.

Symptom	Start/ Stop Light	Heater Setting I/II/III	Probable Cause	Possible Remedy
Low or no flow.	ON	Any	Water supply pipework or inlet filter restricted by a blockage or partial blockage.	Flush supply pipe. Clean inlet filter.
	ON	Any	Insufficient water supply pressure/flow for operation.	Contact local water company. Supply pressure must be a minimum of 0.7 bar. Note: If other appliances are operating, pressure may drop below 0.7 bar.
	ON	Any	Other outlets (e.g. toilet, garden hose, washing machine, etc.) drawing water while the shower is being used.	Turn off other appliances whilst shower is in use.
	ON	Any	Handset blocked.	Remove and clean.
	OFF	Any	Service tunnel or cover not fitted correctly causing Start/ Stop button not to operate.	Check case inserts are cut and fitted correctly. Check services (electrical or plumbing) are not interfering with location of service tunnel or cover.
	ON	Any	Inlet Valve faulty.	Replace.
	ON	Any	Heater Tank excessively scaled.	Replace. In hard water areas consider the use of a water softener.
Operation of temperature control has little or no effect on water temperature.	ON	II/III	Handset or inlet filter blocked.	Remove and clean.
	ON	II/III	Inlet valve faulty.	Replace.
	ON	II/III	Heater tank failure.	Replace.
	ON	II/III	Microswitch failure.	Replace.
No change in temperature between I/II/III settings.	ON	Any	Insufficient mains water pressure.	Contact local water company.
	ON	Any	Possible failure of flow valve, microswitch or heater tank.	Check the continuity of the microswitch or heater tank and replace parts as necessary.

Symptom	Start/ Stop Light	Heater Setting I/II/III	Probable Cause	Possible Remedy
Water will not turn off.	ON	Any	Inlet valve, solenoid, or start/ stop switch faulty.	Replace as necessary.
	ON	Any	Supply pressure below 0.2 bar.	Contact local water company. Check mains water static pressure.
Appliance fails to produce hot water when set on II/III heater settings.	ON	II/III	Insufficient water supply.	Contact local water company.
	ON	II/III	Possible failure of the microswitch or thermal switch.	Check the continuity of the microswitch or heater tank and replace parts as necessary.
	ON	II/III	Heater Tank failure.	Replace.

MAINTENANCE

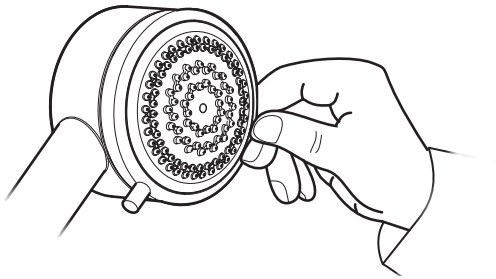
Any maintenance must be carried out by a qualified tradesperson, following the instructions provided. Before replacing any parts, make sure that the underlying cause of the malfunction has been resolved.

Warning! There are no user-serviceable components beneath the cover of the appliance. Only a competent tradesperson should remove the cover.

Cleaning

Many household and industrial cleaners contain abrasive and chemical substances that can damage the finish of your shower. Only clean the shower and fittings with a mild washing-up detergent or soap solution, and then wipe them dry with a soft cloth.

Handset - Cleaning

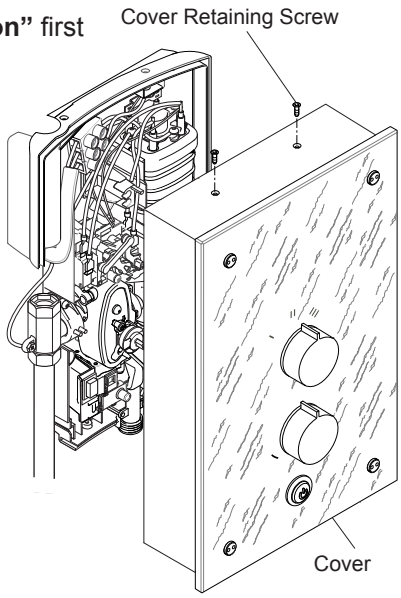


Clean with mild washing up detergent or soap solution. Wipe dry with a soft cloth.

Poor shower performance can be avoided by cleaning the spray plate. Use thumb or soft cloth to wipe rubber nozzles. The handset must be descaled regularly.

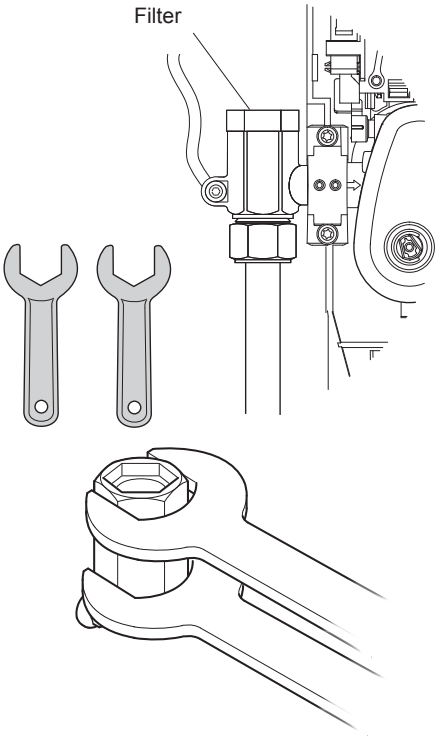
Inlet Filter - Cleaning/Renewing

Read the section **"Important Safety Information"** first



- Make sure that the electrical supply is turned off at the mains and that the water supply is fully turned off.

- Remove the three screws and the cover.
  Caution! Handle the glass cover assembly with care.

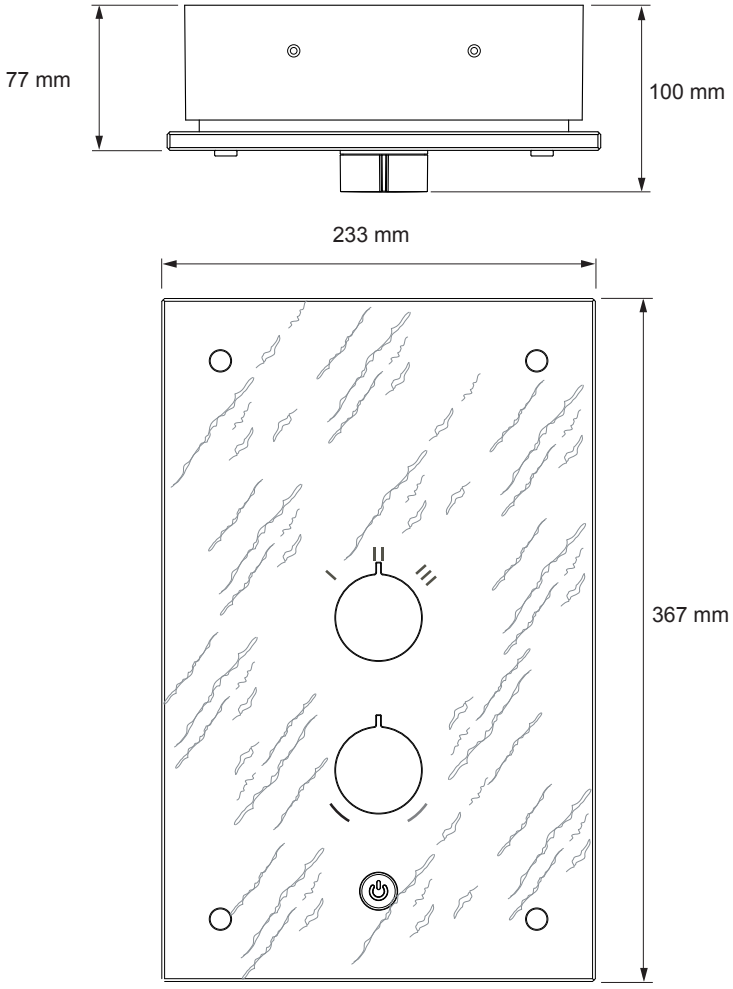


- Hold a wrench across the flats of the metal connector. Unscrew the filter using another wrench as shown. Clean or renew the Filter as necessary. Refit in reverse order making sure the Filter is screwed fully home.

  Do not overtighten! Make sure plumbing connections are sealed before restoring electricity supply.

- Refit the cover making sure it is correctly located. Do not overtighten the screws.

DIMENSIONS

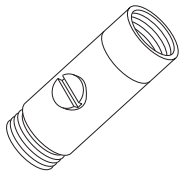


SPARE PARTS

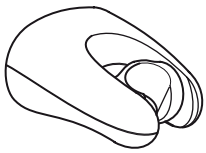
405.58	Inlet Connector Assembly
406.27	Inlet Filter (with 'O' seal fitted)
416.38	Clamp Bracket (Inlet)
416.41	Thermal Switch
416.48	Latching Switch
416.51	Solenoid Coil
872.01	Microswitch N/O - 2 pin
872.28	Microswitch C/O - 3 pin
1563.519	Terminal Block Assembly
1563.533	Thermostatic Valve/Heater Tank 9.8 kW 240 V AC
1563.534	Outlet Connector Assembly
1563.537	Temperature Control Belt Thermostatic
1563.538	Temperature Cam & Pulley
1563.539	Switching Assembly
1563.540	Inlet Valve Assembly
1563.551	Component Pack - chrome - components identified 'B'
1634.010	Cover Assembly - Black Slate
1634.015	Start/Stop LED Assembly
1634.026	Screw Pack - components identified 'A'
1634.104	Cover Assembly - Metallic Silver
1634.105	Cover Assembly - Black Flock
1634.106	Cover Assembly - Light Stone

ACCESSORIES

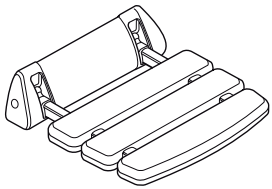
Genuine Mira accessories can be purchased direct from Customers Services (our contact details can be found on the back cover of this guide) or from approved stockists or merchants.



Double Outlet Check Valve (DCV-H)
Chrome - 1.0.110.55.1
DCV-H: An outlet double check valve, designed to prevent the backflow or backsiphonage of potentially contaminated water, through shower controls which are fitted with a flexible hose as part of the outlet shower fitting.

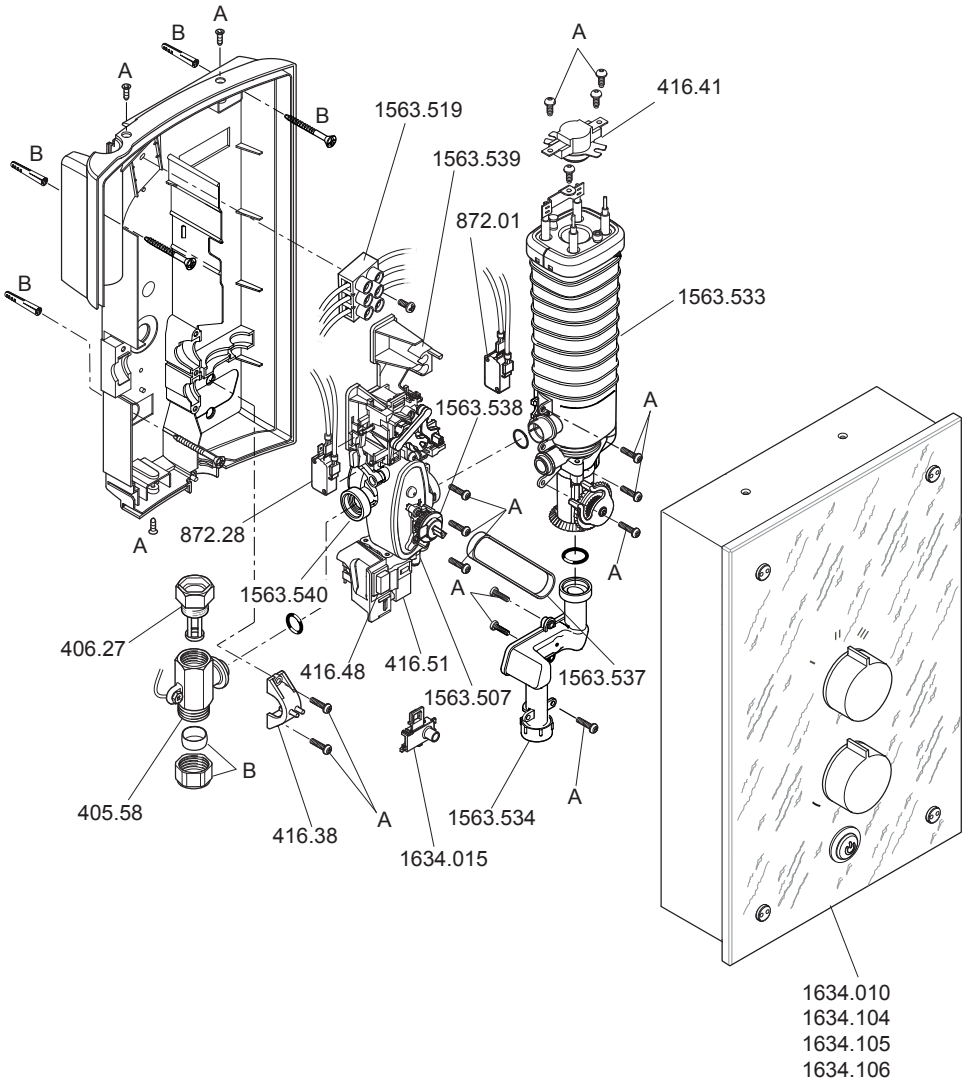


Showerhead Holder
White - 2.1605.149
Chrome - 2.1605.150
If you're looking for additional flexibility in your shower, the Mira Logic Showerhead Holder is the perfect solution. Makes showering easier for children, provides a useful additional holder for your Showerhead which fixes to the wall at the desired height.

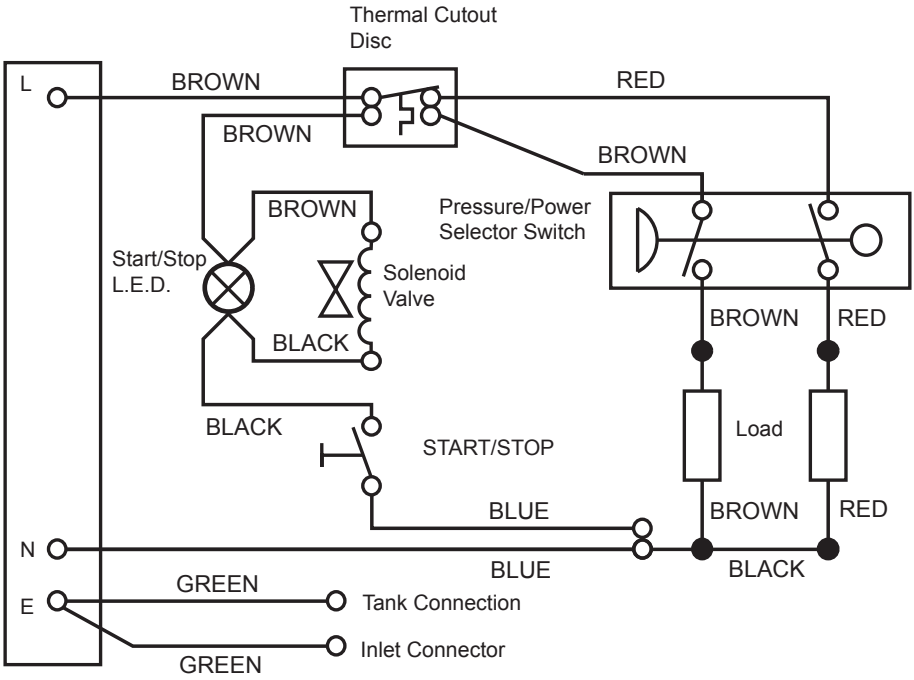


Shower Seat
White - 2.1536.128
White/Chrome - 2.1536.129
For use in or out of the showering area. **Note!** Must be installed onto a solid wall. Shower seat folds up when not in use

Mira Galena Spare Parts Diagram



WIRING DIAGRAM



Internal Wiring Diagram

CUSTOMER SERVICE

Guarantee

Your product has the benefit of our manufacturer's guarantee which starts from the date of purchase.

To activate this guarantee, please return your completed registration card, visit our website or free phone 0800 0731248 within 30 days of purchase (UK only).

Within the guarantee period we will resolve defects in materials or workmanship, free of charge, by repairing or replacing parts or product as we may choose.

If you have not previously activated the guarantee, you will be required to do so prior to the provision of assistance. If you do not activate your guarantee our Engineer will be entitled to charge full payment for the visit (Call out fee plus parts).

This guarantee is in addition to your statutory rights and is subject to the following conditions:

- The product must be installed and maintained in accordance with the instructions given in this user guide.
- Servicing must only be undertaken by us or our appointed representative. **Note!** if a service visit is required the product must be fully installed and connected to services.
- Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date.
- For shower fittings or consumable items we reserve the right to supply replacement parts only.

The guarantee does not cover:

- Call out charges for non product faults (such as damage or performance issues arising from incorrect installation, improper use, lack of maintenance, build up of limescale, frost damage, corrosion, system debris or blocked filters) or where no fault has been found with the product.
- Water or electrical supply, waste and isolation issues.
- Compensation for loss of use of the product or consequential loss of any kind.
- Damage or defects caused if the product is repaired or modified by persons not authorised by us or our appointed representative.
- Routine maintenance or replacement parts to comply with the requirements of the TMV 2 or TMV 3 healthcare schemes.

What to do if something goes wrong

If your product does not function correctly when you first use it, contact your installer to check that it is installed and commissioned in accordance with the instructions in this manual. Should this not resolve the issue, contact our Customer Services Team who will offer you or your installer advice and if applicable arrange for a Service Technician to call. If the performance of your product declines, check in this manual to see if simple home maintenance is required. If you require further assistance call our Customer Services Team.

Extended Guarantees

A selection of protection plans are available that enable you to cover repair bills for the life of your policy (excludes Eire). Ring 01922 471763 for more details.

Helpdesk Service

Our dedicated Customer Services Team is comprehensively trained and can offer help and advice, spare parts, accessories or a service visit. We will need you to have your model name or number, power rating (if applicable) and date of purchase. As part of our quality and training programme calls may be recorded or monitored.

Mira Showers Website (www.mirashowers.co.uk)

From our website you can register your guarantee, download additional user guides, diagnose faults, purchase our full range of accessories and popular spares, refer to our FAQ's and request a service visit.

Spares and Accessories

We maintain extensive stocks of genuine spares and accessories and aim to provide support throughout the product's expected life. Payment can be made by phone at time of order using most major Credit or Debit cards and we aim to despatch orders within two working days. Items purchased from us are guaranteed for 12 months from date of purchase. For safety reasons spares exposed to mains voltages should only be fitted by competent persons.

Returns – items can be returned within one month of date of purchase, providing that they are in good condition and the packaging is unopened. Please obtain authorisation from our Customer Services Team before return. We reserve the right to apply a 15% restocking charge.

Service / Repairs

We have a nationwide team of Service Technicians who can carry out all service or repair work to your product within the guarantee period and beyond. You have the assurance of a fully trained Mira Technician, genuine Mira spare parts and a 12 month guarantee on any chargeable work done.

Payment should be made directly to the Service Technician who will accept most major Credit or Debit cards.

To Contact Us

UK

Telephone: 0844 571 5000

www.mirashowers.co.uk

E-mail: technical@mirashowers.com

Fax: 01242 282595

By Post: Mira Customer Services Dept, Cromwell Road, Cheltenham, Gloucestershire, GL52 5EP

Eire

Telephone: 01 459 1344

E-mail: sales@modernplant.ie

Fax: Dublin 01 459 2329

By Post: Modern Plant Ltd (Dublin), Otter House, Naas Road, Clondalkin, Dublin 22

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